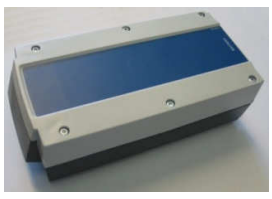
ESSENTIAL TROLLEY – EVOLUTION TROLLEY

SHOWER AND TRANSPORT TROLLEY

USER AND MAINTENANCE MANUAL

ACCESSORIES	
AC0306 **WEDGE PILLOW**	**AC0071** **IPX5 BATTERY**
	

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1. GENERAL INFORMATION

INTENDED USE AND EQUIPMENT DESCRIPTION

Trolleys from ESSENTIAL and EVOLUTION series are ideal for showering and giving hygiene care to recumbent patients, in environments such as medical facilities, care homes, rehabilitation and geriatric units.

They must always be used under the supervision of a carer who has read and understood the entire content of this manual.

The whole frame was treated with a special anti-corrosion cataphoresis process, the base plate is made from ABS plastic; side rails and fasteners are stainless steel, and casters are washable. The base plate can be tilted by 5° by means of a gas spring so water runs off easily. They are provided with folding safety side rails and comfortable mattress with waterproof fabric upholstery. Some models have a large head end that can be adjusted via a system servo-assisted by gas spring. Base plate height can be adjusted in two ways: via an electric actuator powered by rechargeable battery and hand control, or a foot pedal-operated hydraulic actuator.

The Evolution version features the possibility of dropping the head end rail as well for use by taller patients, and larger diameter casters with central-operated total and directional brake.

The Essential version has a total and directional brake on each wheel.

STORAGE

The following conditions must be ensured when the equipment is to be stored:

1. Environmental relative humidity 10% / 90 % - temperature -10°C / +50°C
2. Disconnect the battery by pressing the EMERGENCY STOP button located on the control box underneath the base plate (electric versions only).
3. Batteries must be recharged at least every six months.

SYMBOLS

The symbols found in this manual and on the machine are used to draw the user's attention to important safety warnings and useful information. Observe all warning, caution and danger messages.

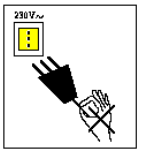
	WARNING This warning symbol identifies operating/maintenance instructions or procedures which, if not observed, could result in injury or danger to the user.
	ELECTRIC SHOCK HAZARD This warning symbol identifies operating/maintenance instructions or procedures which, if not observed, could result in a risk of electric shock.
	CAUTION A Caution symbol is used to warn the user that failure to observe a certain operating or maintenance procedure, general rule or condition, could result in damage to the equipment.
	NOTE Notes draw the user's attention to key information on a topic, application or procedure.
	TIPS Tips draw the user's attention on the quickest or easiest way to do something.

2. SPECIAL WARNINGS AND USE RESTRICTIONS

This equipment must not be used:

- Without having read the user manual.
- When the safety load exceeds the stated capacity.
- Without supervising the patient and/or with side rails down.
- When the Patient and/or equipment is not stable enough.
- If casters are not locked when transferring the patient from/to the trolley or during hygiene care.
- if the original product has been modified or tampered with.
- With faulty or defective controls and/or components, even only partially.
- When incorrectly configured or when you think it may cause damage to a patient or user.
- Do not allow any body parts to enter the areas with moving components and/or controls.
- Remember that the Shower Trolley safe working load also includes any water that is collected within the mattress splash sides.
- Do not use water at a temperature exceeding 40° C.
- Do not spray with pressurized water jets.

In particular, with regard to electric powered versions:

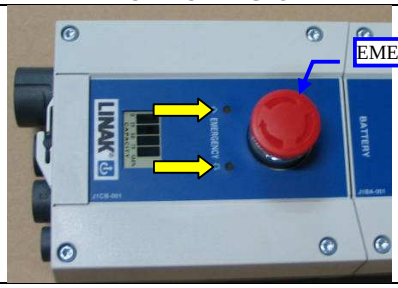


- Do not use in an explosive atmosphere
- To recharge the batteries, connect them to an electrical system that complies with current Regulations.
- Do not pour any liquids on the equipment's electrical components.
- Do not damage electric wires: avoid squashing, do not disconnect the various plugs by pulling directly on the wire.
- Perform frequent checks on the state of electric wires and ask for them to be replaced if in doubt.
- Do not use the electrical controls continually, but perform the duty cycles as specified in 7 TECHNICAL SHEET
- Preserve battery life by disconnecting it when not being used for a prolonged time

	▪ Remove the battery before performing any work on the equipment's circuits.
!	▪ Always connect to a water drain when performing hygiene operations. ▪ Foamed casters and plastic components may burn if they come in contact with naked flames. ▪ Corrosive and/or abrasive detergents may damage the upholstery and paint. ▪ Water with a chloride or sulphide content exceeding the amounts allowed by the law may result in increased corrosion.

STOP/EMERGENCY FUNCTIONS (electric versions)

ELECTRIC VERSION



- Emergency stop: press mushroom button to activate, turn it to cancel.
- Electric emergency descent or lift: activate by pressing the button with a pointed object. The device only operates when the battery is charged and connected.

3. OPERATION

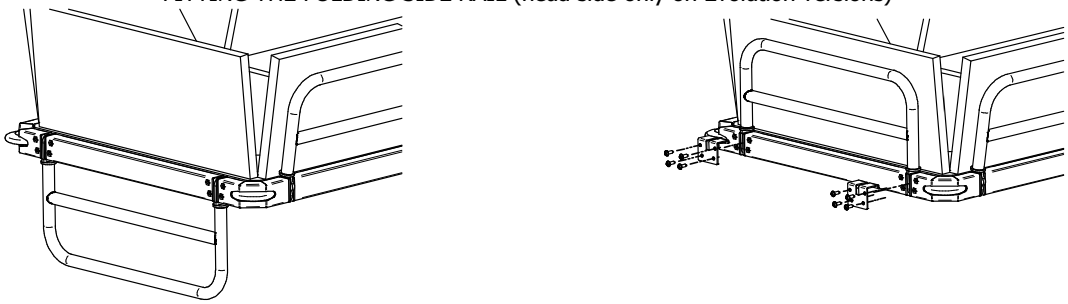
SETTING-UP

Packaging requirements dictate that the Trolley is supplied with mattress and head/side rails overturned; these must be restored to their correct position before use by following the instructions provided.

FITTING THE FIXED SIDE RAIL

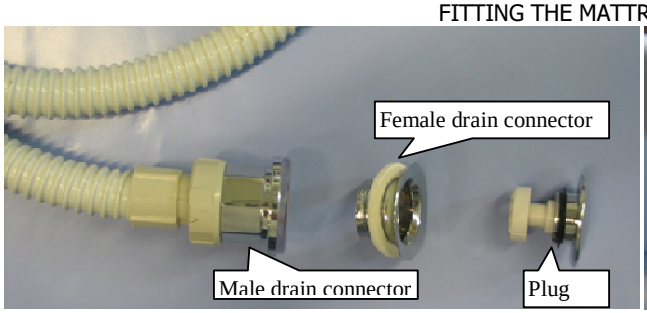
Unscrew the 2 fastening screws, remove the side rail and insert it from the top by re-tightening the screws with the key provided.

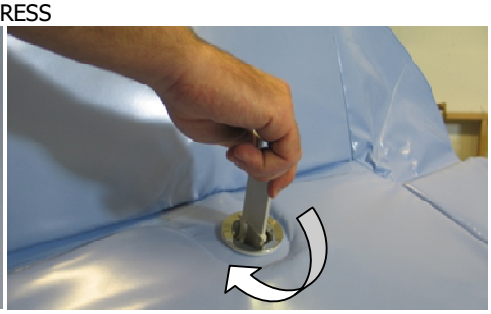
FITTING THE FOLDING SIDE RAIL (head side only on Evolution versions)



Rotate the side rail until in a vertical position and secure the two latches with the 8 screws provided.

FITTING THE MATTRESS





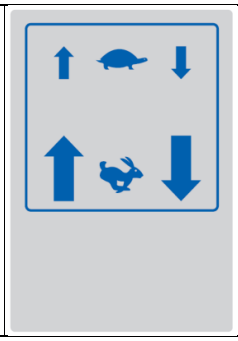
1. Turn the mattress over from how it comes in the package.
2. Insert the female drain connector with its thin seal into the mattress hole from above, and attach the drain hose from below after inserting a shim gasket.
3. Use the plastic key to tighten the female drain connector and subsequently insert the plug.
4. Center the mattress over the trolley and check that the two latches underneath the mattress fit into the plastic panel slots.

Batteries must be recharged before use with the BATTERY CHARGER supplied (see chapter "INSTALLING AND RECHARGING THE BATTERY")

SETUP AND ADJUSTMENT

ADJUSTING THE HEIGHT VIA HAND CONTROL (electric versions):
Press the raise or descent button as shown by the arrows until reaching the desired height.

ADJUSTING THE HEIGHT IN HYDRAULIC VERSIONS:
To adjust the stretcher height, depress the hydraulic strut lever with your foot several times, until reaching the desired height. To lower it, lift the lever with your foot until reaching the desired height.

ELECTRIC VERSION	HYDRAULIC VERSION
	1 2
Height adjustment buttons in the hydraulic version: 1. Turtle slow adjustment. 2. Hare quick adjustment.	Height adjustment pedals in the hydraulic version: 1. Use a downward pumping action on the pedal to lift the bed. 2. Slowly lift the pedal upwards to lower it.

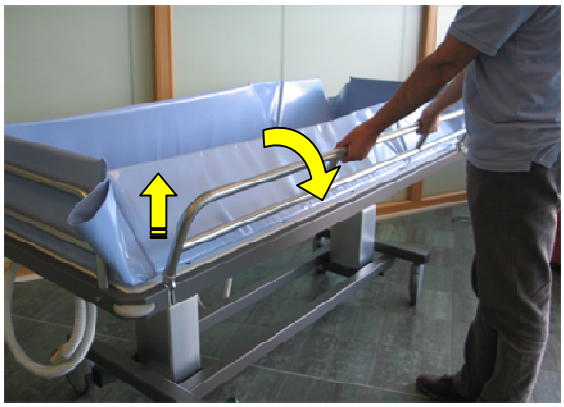
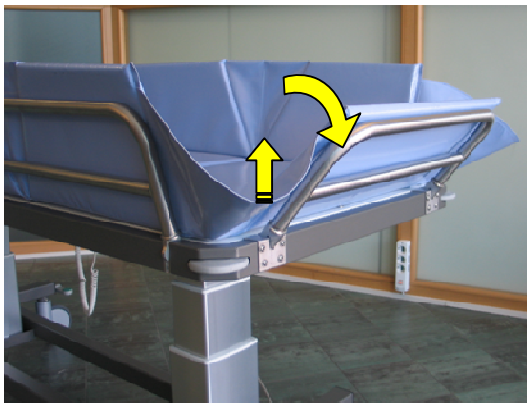
⚠ WARNING ⚠

- PATIENT MUST LIE FLAT DURING ADJUSTMENTS
- MAKE SURE THE PATIENT CANNOT ACTIVATE THE ELECTRIC CONTROLS ACCIDENTALLY
- DO NOT SIT ON THE TROLLEY EDGES
- DO NOT REST YOUR FEET ON THE PLINTH DURING DESCENT

WARNING

- MAKE SURE THAT MOVING PARTS DO NOT HIT OTHER OBJECTS IN THE SURROUNDINGS DURING OPERATION.
- KEEP THE HAND CONTROL OUT OF THE SHOWER MATTRESS

ADJUSTING THE SIDE AND HEAD END RAILS:
The trolley is fitted with safety side rails that can be dropped if needed.

SIDE RAILS	**HEAD RAIL**
 Releasing and opening the rail	 Rail open and folded
To release the rail, lift it with two hands and turn it outwards. To fit the side rail, turn it vertically until the automatic latch clicks into place. The head rail works exactly in the same way, although it can only tilt up to a 40° angle. The foot end rail is fixed.	

WARNING
• KEEP THE SIDE RAILS LIFTED WHEN THE PATIENT IS ON THE STRETCHER.

ADJUSTING THE HEAD RAIL (versions LD2131 and LD2332):
The versions with head rail are fitted with a gas spring to adjust the tilt angle up to +63°.

Pull the head rail adjustment lever upwards and guide the base into the desired position.

TRANSPORT, BRAKES AND LOCKS:
The trolley has swiveling wheels for greater maneuverability in confined spaces; you can either activate the full brakes or the straight steering caster to facilitate transport.

WARNING

- PARKING BRAKES MUST BE ACTIVATED WHEN TRANSFERRING AND TREATING THE PATIENT.
- THE DIRECTIONAL LOCK DOES NOT ACT AS A BRAKE - TO BRAKE THE TROLLEY USE THE PARKING LOCK.

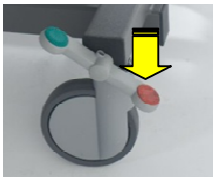
WARNING

- DO NOT PUSH THE TROLLEY SIDEWAYS WHEN THE DIRECTIONAL LOCK IS ON.

EVOLUTION VERSIONS

BRAKES AND STEERING

4 idle wheels



4 braked wheels

1 steering wheel activated

Wheel brakes and directional lock are activated by foot:
- With the pedal in horizontal position, the four wheels are free to run and swivel in all directions.
- By depressing the pedal on the red dot and tilting it down to reach the automatic lock, the four wheels lock simultaneously for all directions.
- By depressing the pedal on the green dot until reaching the automatic lock, the front wheel on the other side locks in the direction of travel. When pushing the trolley, the wheel automatically takes the forward axis position.

ESSENTIAL VERSIONS

BRAKES AND LOCKS

Wheel brakes and lock are activated by foot.
- **Red** lever downwards: parking brake on (locks wheel rotation and swivel)
- **Green** lever downwards: directional lock on. When pushing the trolley, the wheel takes the forward axis position and triggers the directional lock automatically.

Move the trolley by holding the head end rail (fixed rail) after releasing the brakes.
To go through 80 cm-wide doorways, turn the side rails inwards - they will go back to their original position when released.

MOVING PATIENTS FROM THEIR BED:
ROLLING:

Get as close as possible to the bed, adjust the stretcher height so that the released side rail is level on the mattress and close to the patient, who is lying on their side; activate the brakes and roll the patient's back onto the stretcher sheet underneath. Complete the transfer so you can close the side rail. Special transfer sheets that reduce friction between surfaces can be used to improve comfort and effort.
LIFTING:
Use a suitable patient lift with a harness or stretcher.

DRAIN HOSE and PLUG:
The hose attached to the mattress allows for emptying the water used to wash the patient. Before proceeding, make sure the hose end has been placed in the floor drain or toilet and that the female connector plug is open.
Close the plug when you want to avoid dripping: open/close action is activated every time it is pressed.
If necessary, the drain hose can be shortened to fit the available drainage unit: unscrew the end (turn clockwise), cut the excess hose and screw the end back in by turning it anti-clockwise.

WATER DRAINAGE:
Trolleys have a gas spring to activate tilt so water can easily run off.

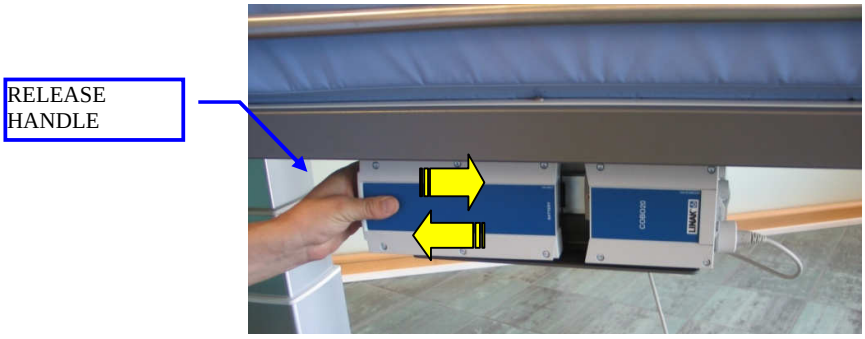
Hold the foot rail, pull the adjustment lever upwards and tilt the base plate.

WARNING

- PERFORM THIS ADJUSTMENT BY HOLDING THE RAIL TO CONTROL THE BASE PLATE DURING TILTING.
- DO NOT USE THE TROLLEY WHEN THE DRAIN IS CLOSED AND THE MATTRESS IS FILLED WITH WATER.

INSTALLING AND RECHARGING THE BATTERY

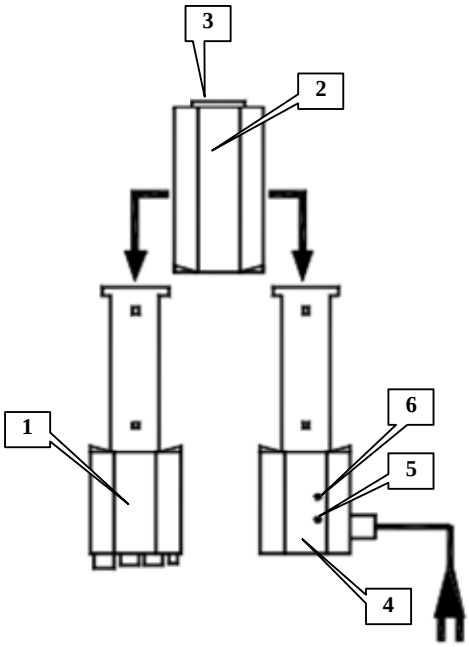
Use both hands to remove the battery: pull the release handle and remove the battery.



Use both hands to refit the battery: insert the battery by sliding it on the steel guide towards the control box, make sure the handle's automatic lock clicks into place.

WARNING
• DO NOT IMMERSE THE BATTERY AND HAND CONTROL IN LIQUIDS, DO NOT DIRECT ANY WATER JETS AT ELECTRICAL PARTS

RECHARGING THE EQUIPMENT BATTERIES



Apart from recharging, batteries do not require any type of maintenance.
Avoid discharging the battery completely as this shortens battery life.
When the battery is low, the stretcher can only be lowered, so the battery must be recharged as follows:

Remove the **battery -2-** from the **control box –1-** by pulling the **release handle –3** located on the same battery.
Connect the **battery charger -4-** to the mains supply and insert the **battery**.
A **green led -6-** on indicates the power supply is on, while a **yellow led -5-** indicates that batteries are being charged.
When recharging is completed (time may vary up to a maximum of about 8 hours), the yellow led turns off.
To ensure the stretcher is fully operational at all times, we recommend purchasing a spare battery.
The battery charger is designed to automatically adapt to voltage and frequencies between 100-240V~ / 50-60Hz and is provided with an automatic safety charge limiter.
Batteries do not require any other maintenance.

WARNING
• MAKE SURE THAT THE MAINS VOLTAGE CORRESPONDS TO THE VOLTAGE STATED ON THE RATING PLATE OF THE BATTERY CHARGER.
• DO NOT CONNECT TO AN ELECTRIC SYSTEM THAT DOES NOT COMPLY WITH THE CURRENT SAFETY REGULATIONS.
• ONLY USE THE BATTERY CHARGER SUPPLIED.
• BATTERIES MAY RUN DOWN IF NOT USED FOR A LONG PERIOD OF TIME.
• ALWAYS REPLACE BATTERIES WITH BATTERIES OF THE SAME TYPE AND FEATURES; DISPOSE OF THE BATTERIES ONLY AT THE AUTHORIZED COLLECTION POINTS INDICATED BY THE OFFICIAL RECYCLING ASSOCIATION FOR SPENT LEAD BATTERIES AND LEAD WASTE (COBAT), TOLL FREE NUMBER 800-869120.
• WHEN THE TROLLEY IS NOT BEING USED, PRESERVE BATTERY LIFE BY REMOVING IT.

4. CLEANING and CARE

After each use, the trolley must be cleaned, disinfected and dried. It is important to store it in a dry and well ventilated room to avoid mold and corrosion spots in its metal parts.
Frame: Clean with a cloth or sponge dipped in non-aggressive detergent and dry.
Mattress: wash carefully with lukewarm water and mild detergents. Dry before disinfecting with approved products.
Avoid direct jets of water or other liquids onto mechanical parts and particularly onto electrical parts.

WARNING

- AFTER EACH USE, THE STRETCHER MUST BE CLEANED, DISINFECTED AND DRIED.
- DO NOT USE ABRASIVE SPONGES, CLOTHS OR SUBSTANCES ON THE SURFACES.
- DO NOT APPLY SOLVENTS, AMMONIA, SODIUM HYPOCHLORITE SUBSTANCES (BLEACH) DIRECTLY
- DO NOT USE WATER AT A TEMPERATURE EXCEEDING 40° C
- DO NOT USE STEAM CLEANERS, WASHING TUNNELS, WATER JET CLEANERS OR HIGH PRESSURE WASHERS
- WATER WITH A CHLORIDE OR SULPHIDE CONTENT EXCEEDING THE AMOUNTS ALLOWED BY THE LAW MAY RESULT IN INCREASED CORROSION.

5. TROUBLESHOOTNG

EMAIL FOR TECHNICAL ASSISTANCE
admin@balancehealthcare.co.uk

Note:

- **Before calling our technical support, be sure to have your SERIAL NUMBER to hand: you can find it on the product label located on the equipment (as shown in the facsimile above), or the transport document / invoice number. This identification number helps reducing waiting times and improves service quality.**
- **The equipment in need of repair at Balance Healthcare premises must carry the "AUTHORIZATION NUMBER" on the package. This identification number, to be required from the Technical Assistance Service, helps reducing waiting times and improves service quality.**

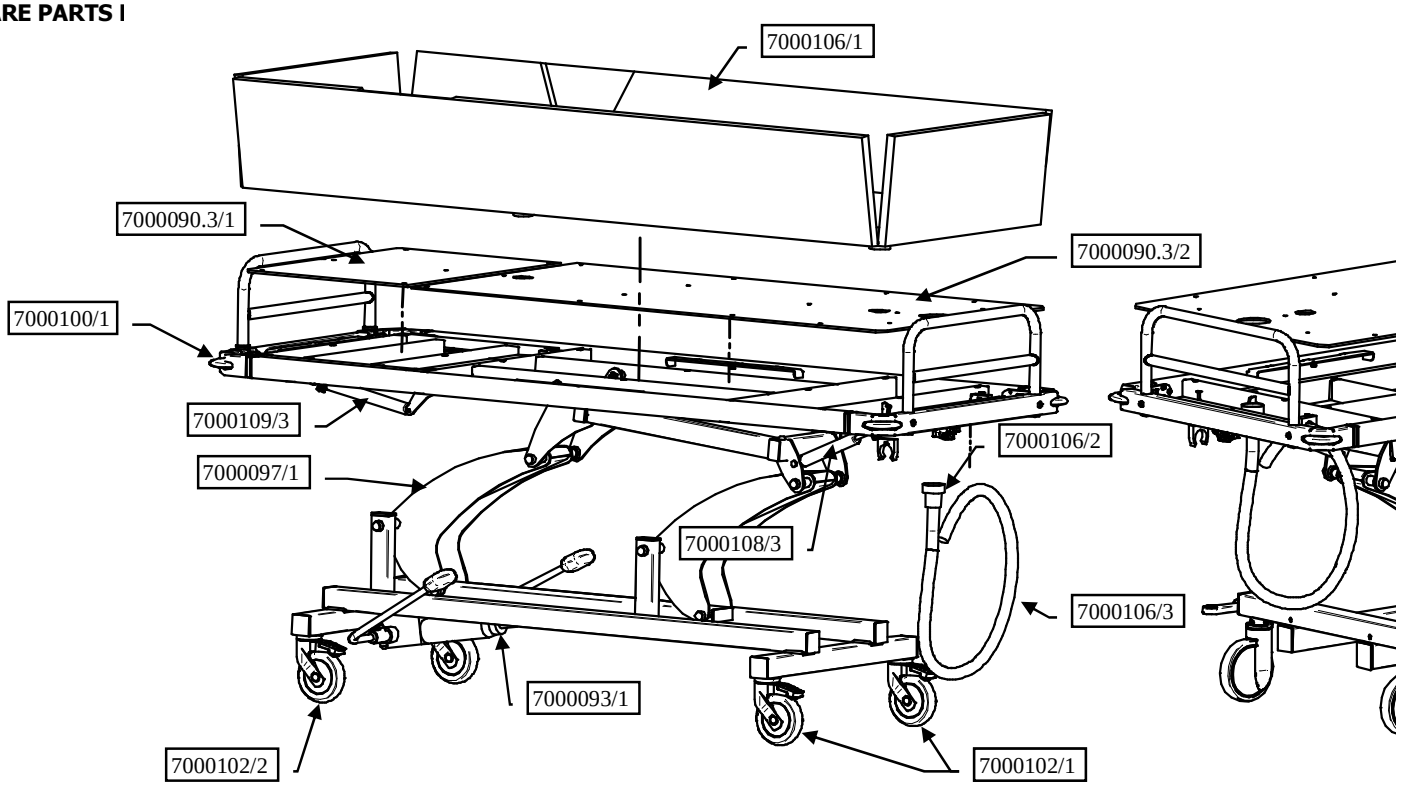
The equipment has been tested under heavy duty conditions; no significant breaks and/or failures have occurred during these tests.
If the equipment does not work, refer to the troubleshooting table below.

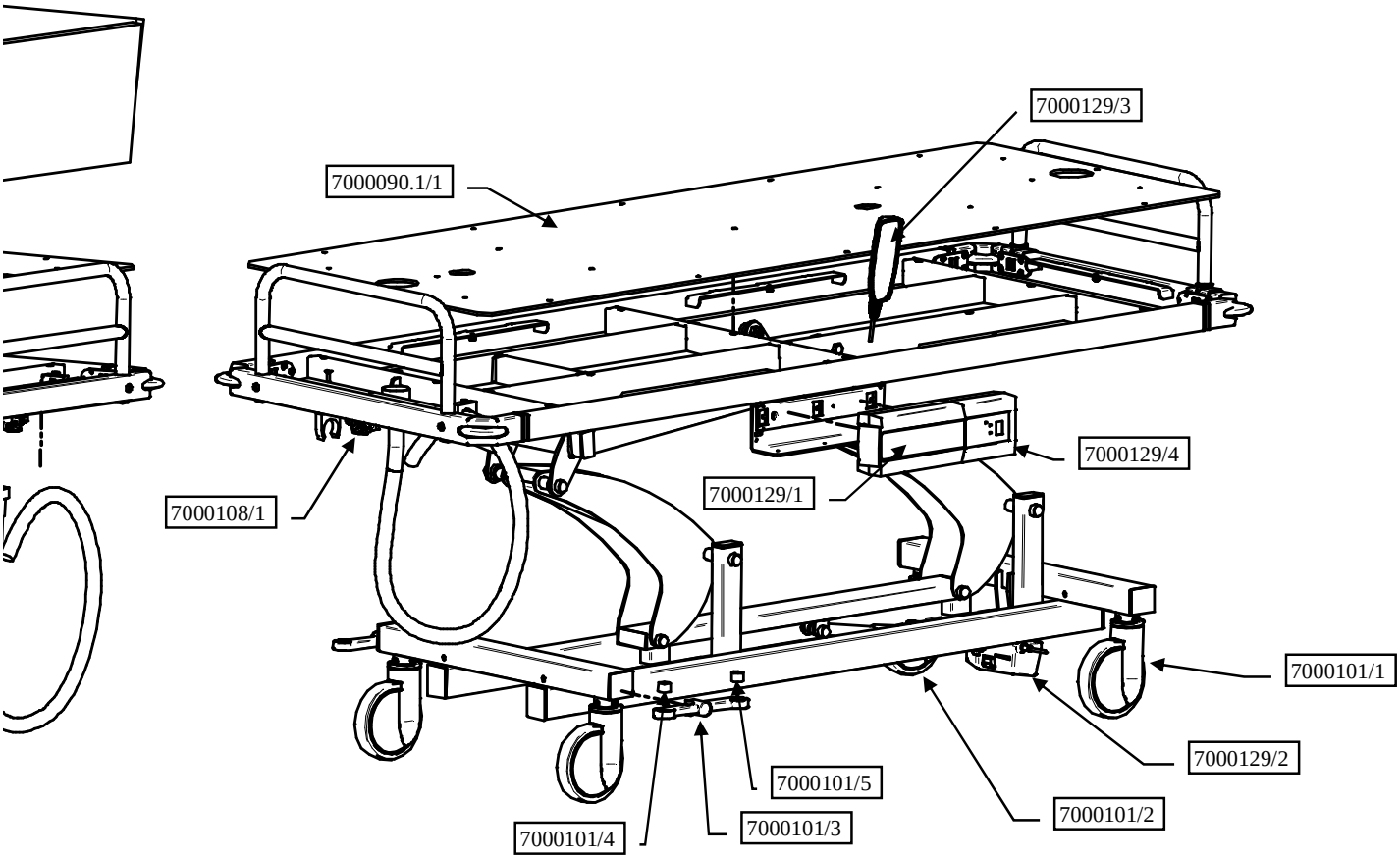
Problem	Cause	Solution
ELECTRIC VERSIONS		
Height adjustment does not operate.	Battery not installed	Make sure the battery is present and properly connected to the control box.
	Battery low	Recharge the battery with the appropriate charger.
	Emergency button is activated	Disable by turning the knob.
	Electric connectors are damaged or not properly inserted	Check connections and wiring.
	Overload stop	Do not exceed max load, remove excess weight from equipment
	Overheat stop	Wait until the system has cooled to normal operating temperature. Keep to operating times and intervals (duty cycle)
	Faulty hand control	Replace
	Faulty control box	Contact Balance Healthcare Service Center
	Faulty lifting actuator	Contact Balance Healthcare Service Center
Battery not charging	Battery charger is not powered	Check mains connection/supply voltage present
	Emergency button is activated	Disable by turning the knob.
	Faulty battery charger	Replace
	Battery completely flat	Replace
	Safety fuse is burnt	Contact Balance Healthcare Service Center
HYDRAULIC VERSIONS		
Lifting does not work	Faulty hydraulic strut	Replace
The base plate does not remain at set height	Faulty hydraulic strut	Replace
BASE PLATE ADJUSTMENT		
Base plate adjustment does not work	Gas spring fault or calibration error	Contact the Service Center
ALL VERSIONS		
Stains on the surface	Trolley stored in moist environment or not dried properly	Prevent corrosion by treating stains with abrasive polish of the type normally used for car bodies.
Corrosion spots	Water and/or treatments with too much chlorides or sulphides	Contact a professional to examine and evaluate any possible water treatment systems. • Remove by sanding down to bare metal • Clean with a degreasing solvent • Apply a zinc phosphate anti rust primer and wait for 4-24 hours depending on environmental conditions • Apply two coats of synthetic enamel paint to finish

6. MAINTENANCE

Maintenance operations must be carried out by skilled technicians who are familiar with the contents of this instruction booklet. Check the equipment whenever it has undergone a "rough treatment" (e.g.: fall, liquid spill, etc.) and whenever any doubts arise concerning its safety.

SPARE PARTS I




7000129/3
7000090.1/1
7000129/4
7000129/1
7000108/1
7000101/1
7000129/2
7000101/5
7000101/2
7000101/4
7000101/3

LOCATION	ORDER CODE/DESCRIPTION	LD2111	LD2211	LD2131	LD2312	LD2412	LD2332
7000106/1	80.22.00.0429 SHOWER TROLLEY SHEET	•	•	•	•	•	•
7000106/2	85.00.00.0368 FEMALE CONNECTOR WITH PLUG	•	•	•	•	•	•
7000106/3	85.00.00.0369 DRAIN HOSE	•	•	•	•	•	•
7000129/2	80.23.00.0004 ELECTRIC ACTUATOR		•			•	
7000129/4	80.23.03.0132 CONTROL BOX		•			•	
-	80.23.03.0134 BATTERY CHARGER		•			•	
7000129/3	80.23.00.0087 HAND CONTROL		•			•	
7000129/1	AC0071 REMOVABLE BATTERY		•			•	
-	80.23.03.0432 ADAPTER CORD		•			•	
7000093/1	80.23.03.0155 HYDRAULIC ACTUATOR	•		•	•		•
7000108/1	80.23.00.0057 GAS SPRING HANDLE	•	•	•	•	•	•
-	80.23.00.0083 GAS SPRING CABLE	•	•	•	•	•	•
7000109/3	80.23.01.0268 HEAD RAIL GAS SPRING			•			•
7000108/3	80.23.00.0115 WATER DRAIN GAS SPRING	•	•	•	•	•	•
7000101/1	80.23.00.0128 EVOLUTION BRAKING CASTER				•	•	•
7000101/2	80.23.00.0129 EVOLUTION STEERING CASTER				•	•	•
7000101/3	80.23.00.0130 CASTERS PEDAL				•	•	•
7000101/4	80.23.00.0131 RED PAD				•	•	•
7000101/5	80.23.00.0132 GREEN PAD				•	•	•
7000102/1	80.23.00.0134 ESSENTIAL BRAKING CASTER	•	•	•			
7000102/2	80.23.00.0135 ESSENTIAL STEERING CASTER	•	•	•			
7000097/1	80.23.01.0258 GUARD	•	•	•	•	•	•
7000090.1/1	80.22.00.0430 WHOLE BASE PLATE PANEL	•	•		•	•	
7000090.3/1	80.22.00.0492 HEAD END PANEL			•			•
7000090.3/2	80.22.00.0493 FOOT END PANEL			•			•
7000100/1	85.00.00.0074 BUMPER	•	•	•	•	•	•

ROUTINE MAINTENANCE

Routine maintenance operations must be carried out with the frequency indicated in the table. They are to be carried out only by qualified personnel who are familiar with this equipment model and its use and maintenance.

⚠ WARNING ⚠

- WHEN SAFETY IS AT RISK, IMMEDIATELY SWITCH OFF THE EQUIPMENT AND DO NOT USE IT UNTIL THE DANGER HAS BEEN ELIMINATED.
- RECORD ANY SIGNIFICANT SAFETY-RELATED INTERVENTION/DEFECT/DAMAGE IN THE ATTACHED FORM.

FREQUENCY	OPERATION
After each use	Wash, disinfect and dry the whole equipment (see CLEANING and CARE)
Every 6 months or at least once a year	Visual and operational inspection of equipment, electric and manual controls, particularly the rails mechanical lock.
	Frame and mechanical parts: check the screws and bolts are firmly tightened; check bushes and pins for wear; check for any damage or distortion.
	Check the wheels are firmly secured and free to rotate; brakes working order and tread condition
	Check the mattress general condition, i.e. holes, cuts, wear & tear...
	Check that hand control and actuators connectors are fully inserted
	Check the condition of wires, battery charger and hand control.
	Check battery charge level and run time by performing 2 lifting cycles at the safe working load.
	During electrical operations, make sure there are no unusual sounds or vibrations that may indicate actuator and/or mechanisms malfunctions
	Check the condition of wires, battery charger and hand control.

⚠ WARNING ⚠

- FOR ANY OPERATION NOT CONTEMPLATED IN THE ROUTINE MAINTENANCE LIST, PLEASE CONTACT BALANCE HEALTHCARE'S SERVICE CENTER.

EXTRAORDINARY MAINTENANCE

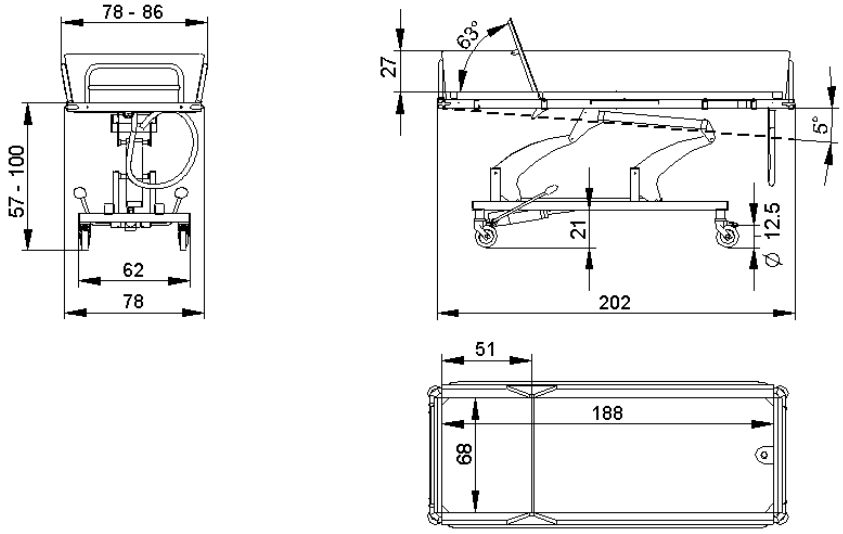
For safety reasons and to avoid invalidating the guarantee, no electrical component may be opened or handled for repair. In case of any faults to control boxes, electric columns and casters system, these must be inspected by Balance Healthcare's Service personnel who will decide on the best course of action.

7. TECHNICAL SHEET

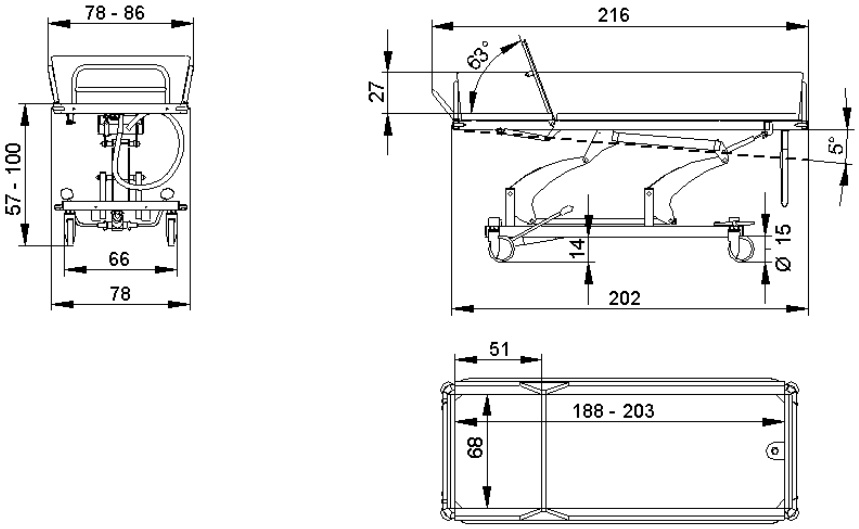
Product name	ESSENTIAL H	ESSENTIAL HT	EVOLUTION H	EVOLUTION HT	ESSENTIAL B	EVOLUTION B
Product Code	LD2111	LD2131	LD2312	LD2332	LD2211	LD2412
Repertory number	587734	590913	590915	590918	589508	590916
Cod. GMDN	31092					
Cod. CND	V0899					
Safe working load	160 kg	160 kg	180 kg	180 kg	160 kg	180 kg
Max patient weight	140 kg	140 kg	160 kg	160 kg	140 kg	160 kg
Adjustment system	---	---	---	---	Electrical battery-powered	
Power supply	---	---	---	---	Internal with rechargeable 24V battery	
Recharging	---	---	---	---	In 220V-50/60 Hz – Out 24V 500mA	
IP Protection	---	---	---	---	X5	
Fuses	---	---	---	---	Enclosed, cannot be inspected	
Use	---	---	---	---	10% 2mins use-18mins interval	
Equipment weight	97 kg	99 kg	107 kg	109 kg	97 kg	107 kg
Casters diameter	12.5 cm	12.5 cm	15 cm	15 cm	12.5 cm	15 cm
Casters braking system	Individual on each wheel	Individual on each wheel	Central by foot pedal	Central by foot pedal	Individual on each wheel	Central by foot pedal
Steering system	Yes	Yes	Yes	Yes	Yes	Yes
Folding rail at head end	---	---	40°	40°	---	40°
Folding head end	---	63°	---	63°	---	---
Tilt for water drainage	5°					
Drain hose length	150 cm					
Safety rails	Stainless					
Fasteners	Stainless					
Base plate	ABS					
Anti-corrosion treated frame	Yes					
Casters	Washable					

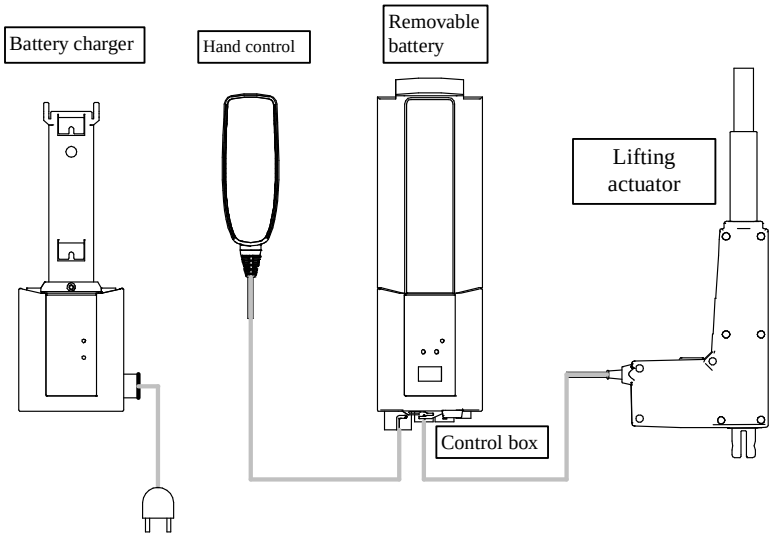
8. MAIN DIMENSIONS

ESSENTIAL VERSION



EVOLUTION VERSION





10. WARRANTY

GENERAL AFTER-SALES SERVICE CONDITIONS FOR BALANCE HEALTHCARE ITEMS
The warranty shall be valid for a period of 24 months from the date of delivery.
The warranty does not cover consumable items, rechargeable batteries, and generally all the material subject to wear, breakdowns caused by knocks, falls, misuse or improper use, accidental events and transport damage. This warranty shall be automatically invalidated if the equipment is tampered with.
Repair of the equipment will be carried out in relation to the breakdown stated.
An estimate must be specifically requested.
Payment is cash on delivery, unless other agreements are made.
Any dispute will be dealt with solely by the Court of UDINE.
WARRANTY REPAIRS
Repairs under warranty must be specifically requested.
Repairs under warranty shall be carried out at our workshop and upon authorization.
The return shipment for products sent in their original package will be made free of carriage charges.
A fiscal document (bill of sale, purchase invoice or cash receipt) is required to make a warranty claim; the purchase date indicated must fall within the warranty time period.
If the product is found to be in good working order without defect, the fault-finding service shall be charged to the customer.
OUT-OF-WARRANTY REPAIRS
For out-of-warranty repairs carried out at our workshops upon authorization, transportation charges shall be paid by the customer.
The warranty of the parts replaced during the repair operations is 12 months from the moment the equipment is collected.
If the product is found to be in good working order without defect, the fault-finding service shall be charged to the customer.
REPAIRS MADE AT HOME
In the event repairs are made at the customer's home, a written request is required indicating the complete details of the person making the request, the type of machine and the breakdown.
The cost per kilometer for on-site technician visits will be agreed upon in relation to the urgency of the customer.
In the event the machine is under warranty, the customer will have to pay only the expenses incurred for the technician to reach the customer's house.
Time is calculated from the moment the technician leaves our workshop until he/she returns. The time of his/her return will be estimated based on the time required to get there.
SALE OF SPARE PARTS AND CONSUMABLE ITEMS
The orders must be in writing and specify the customer, the item and the shipping method as well as the precise fiscal data of the customer.
The order processing time can vary depending on the availability of the material.
Returned spare parts will not be accepted.
Payment will be cash on delivery, unless other agreements are made.

11. DISPOSAL OF WASTE ELECTRICAL OR ELECTRONIC EQUIPMENT

The symbol found on the equipment indicates that the waste must be "collected separately".
Therefore, the user shall take the waste (or have it taken) to the separate waste collection points arranged by local authorities, or deliver it to the sales dealer against purchase of equivalent equipment. The separate collection of waste and the subsequent treatment, recovery and disposal operations promote the production of equipment using recycled materials and reduce the negative effects on the environment and health that improper waste management can cause.
Fraudulent disposal of the product will result in an administrative fine being imposed to the user as referred in Art. 50 et seq. of Italian Legislative Decree No. 22/1997.

12. MAINTENANCE RECORD SHEET

EQUIPMENT	**DATE of first installation**	**SERIAL NUMBER**

DATE OF SERVICE	OPERATIONS CARRIED OUT	TECHNICIAN	SIGNATURE	NEXT DUE DATE